



March 16, 2021

VIA ELECTRONIC FILING

The Honorable Jocelyn Boyd
Chief Clerk/Administrator
Public Service Commission of South Carolina
101 Executive Center Drive, Suite 100
Columbia, South Carolina 29210

RE: Actions in Response to COVID-19
Docket No. 2020-106-A

Dear Ms. Boyd:

By Order No. 2020-372 (“Order”), dated May 14, 2020, issued in the above-referenced docket, the Public Service Commission of South Carolina (“Commission”) required utilities to track revenue impacts, incremental cost and savings related to COVID-19. In furtherance of this requirement, utilities are required to file their findings with the Commission on a quarterly basis. In compliance with Commission Order No. 2020-372, Dominion Energy South Carolina, Inc. (“DESC” or “Company”) provides the Commission and the South Carolina Office of Regulatory Staff (“ORS”) with the following financial information for its retail electric and natural gas operations as of December 31, 2020.¹

I. Revenue Impacts.

A. Margin Revenue. In its prior reports, DESC informed the Commission that the Company has been experiencing a decrease in weather-normalized demand regarding its electric operations which it attributed to the impact of COVID-19. More

¹ Unless instructed otherwise, the Company will continue to file future quarterly COVID-19 financial reports 75 days after the end of the quarter, which is consistent with the Commission’s quarterly financial reporting requirements for DESC’s retail electric and natural gas operations. *See* Docket No. 2006-286-EG styled as “Dominion Energy South Carolina, Incorporated’s (f/k/a South Carolina Electric & Gas Company’s) Quarterly Financial Report.” Accordingly, DESC will file its next quarterly COVID-19 financial report on or before June 15, 2021, which will include updated information for the quarter ended March 31, 2021.

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specifically, DESC reported that weather-normal electric demand for the month of April 2020 was down nearly ten percent on a relative basis to the prior 2018-2019 two-year average. The Company also reported that while demand began to improve in May 2020, it was still down approximately five percent on a relative basis to the prior 2018-2019 two-year average.

For the month of June 2020, demand improved, which was largely attributable to the re-opening of businesses across the state, but the Company continued to experience lower demand in June 2020 of approximately four percent on a relative basis to the prior 2018-2019 two-year average.

For the quarter ended September 30, 2020, demand continued to improve from June 2020, but the Company continued to experience lower demand of approximately 0.8 percent on a relative basis to the prior 2018-2019 two-year average. As of September 2020, electric margin revenue was down due to COVID-19 by approximately \$24.7 million when compared to the Company's projected margin revenue for the period of March to September 2020.

Beginning in October 2020, and with South Carolina largely open for business, the Company ceased tracking the impact of COVID-19 on its business due the difficulty in determining whether any lower margin revenue was truly associated with COVID-19 or some other cause, such as weather.

As for its natural gas operations, the Company continues to not observe a material impact to its margin revenue as a result of COVID-19.

B. Late-Payment Charges. For the time period March 16, 2020 to December 31, 2020, the Company has waived late-payment charges for its electric and natural gas utility accounts totaling approximately \$6.1 million. As reported to the Commission by letter dated June 22, 2020, the Company reinstituted late-payment charges in September 2020.

C. Reconnection Charges. As of December 31, 2020, DESC has waived approximately \$10,000 in reconnection charges for reconnecting service to those customers whose service had been disconnected as of March 16, 2020. Additionally, the Company has been tracking the amount of reconnection charges that it would otherwise have charged had the Company been disconnecting service for non-payment during the COVID-19 crisis. The Company estimates that by not disconnecting service for non-payment, customers have avoided approximately \$600,000 in reconnection charges that they would have otherwise incurred. Stated somewhat differently, the Company estimates that by not disconnecting service during the COVID-19 crisis, DESC has experienced a decrease in revenue of approximately \$600,000 as of December 31, 2020, which is directly attributable to not

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charging a reconnection fee. Similar to reinstituting late-payment charges, the Company also resumed reconnection charges in September 2020.

D. Customer Arrears. As of December 31, 2020, the total amount of customer arrears for active utility accounts is approximately \$30.9 million.² As DESC informed the Commission in its letter dated May 22, 2020, arrears do not necessarily result in write-off and over time, the Company expects this amount to decrease as its customers take advantage of the multiple payment options that DESC offers to catch-up on past due amounts. Of the total amount of customer arrears for active utility accounts, approximately \$18.8 million represents bills that are 30 days past due; approximately \$7.4 million represents bills that are 60 days past due; and approximately \$4.7 million represents bills that are more than 90 days past due.

DESC estimates that the incremental impact of COVID-19 on its bad debt expense and estimates such impact to be approximately \$6.5 million as of December 31, 2020.

II. Incremental Costs.

DESC has incurred incremental cost as a result of the COVID-19 pandemic. These costs include increased operation and maintenance expenses (“O&M”) for items such as masks, hand sanitizer, cleaning supplies, personal protection equipment and supplies to enable employees to work from home. The Company has also incurred incremental cost as result of hiring vendors to conduct temperature checks for persons requiring access to a DESC facility. DESC has also experienced increased technology costs for the remote working environment and minor amounts of over time labor for certain employees.

Additionally, at the outset of the pandemic, DESC took precautionary steps for certain employees to shelter-in-place at their work location in order to ensure that the Company continued to provide safe and reliable electric and natural gas service to its customers. To this end, the Company arranged for food service and other various sequestration supplies.

This is not an exhaustive list of the incremental cost that DESC has incurred in its response to COVID-19, but it represents a cross-section of the types of incremental expenses that the Company has incurred. As of December 31, 2020, DESC has incurred approximately \$4.7 million in incremental cost as a result of COVID-19.

² Please note that this amount does not include amounts owed by customers whose accounts are in arrears but have contacted the Company and enrolled in a payment plan.

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III. Savings.

During the COVID-19 crisis, the Company has ceased certain activities, but the Company does not classify the reduction in costs associated with the cessation of these activities as “savings.” Instead, these reduced costs are only partially offsetting the decreased margin revenue that the Company has been experiencing. In other words, DESC is not experiencing any overall “savings” as a result of COVID-19, and the Company anticipates incurring these costs again in the future. Accordingly, the Company does not have a tracking mechanism for these categories of expense.

If you have any questions or need additional information, please do not hesitate to contact us.

Very truly yours,



K. Chad Burgess

KCB/kms

cc: All Parties of Record
(all via electronic mail only)

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